09-13-04



## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 2645

Examiner Allan Hoosain

Igor Neyman et al.

Case:

P3251

Serial No.:

08/928,861

Filed:

09/12/1997

Subject:

Call Center Apparatus and Functionality in Telephony

To:

The Commissioner of Patents and Trademarks

Washington, D.C. 20231

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Dear Sir,

**Technology Center 2600** 

## Information Disclosure Statement Under 37 C.F.R. 1.97

Enclosed herewith is an Information Disclosure Statement (IDS) by Applicant listing three (3) references received from the supplementary European search report (copy enclosed), mailed 08/11/2004. Applicant desires that the references be entered in the above referenced case as relevance dictates.

## Statement under 1.97(e)

Each item of information contained in this IDS was cited in a communication from a foreign patent office in a counterpart foreign patent application not more than three months prior to the filing of such IDS. There are no listed references which are not in the English language.

In accordance with rule 1.97(c)(1), no additional fee is required. Please charge any deficiency to Deposit Account No. 50-0534.

Respectfully submitted,

Igor Neyman et al.

by Donald R. Boys Reg. No. 35,074

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## INFORMATION DISCLOSURE STATEMENT BY APPLICANT

(Use as many sheets as necessary)

Complete if Known				
Application Number	08/928,861			
Filing Date	09/12/1997			
First Named Inventor	Igor Neyman			
Art Unit	2645			
Examiner Name	Allan Hoosain			
Attorney Docket Number	P3251			

U. S. PATENT DOCUMENTS							
Examiner Initials*	Cite No.1	Document Number  Number-Kind Code <sup>2 (if known)</sup>	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear		
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Cite No.1	Foreign Patent Document	Publication Date	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages Or Relevant Figures Appear	
	Country Code <sup>3</sup> Number <sup>4</sup> Kind Code <sup>5</sup> (if known)	MM-DD-YYYY			T
	EP 0 559 979 A	09-15-1993	Sears Tech Svcs		
	EP 0 647 050 A	04-05-1995	Teknekron Infoswitch		
	EP 0 660 573 A	06-28-1995	AT & T Corp		L
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		Cite No.   Foreign Patent Document	Cite No.   Foreign Patent Document   Publication Date   MM-DD-YYYY	Cite No.¹ Foreign Patent Document Publication Date MM-DD-YYYY  Country Code³-Number⁴-Kind Code⁵ (if known)  EP 0 559 979 A 09-15-1993 Sears Tech Svcs  EP 0 647 050 A 04-05-1995 Teknekron Infoswitch	No.¹ Date MM-DD-YYYY Applicant of Cited Document Where Relevant Passages Or Relevant Figures Appear  EP 0 559 979 A 09-15-1993 Sears Tech Svcs  EP 0 647 050 A 04-05-1995 Teknekron Infoswitch

Examiner	Date	
Signature	Considered	

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